

L Number	Hits	Search Text	DB	Time stamp
1	612474	'IVR' or 'interactive voice response' or 'VRU' or 'voice response unit' or prompt or instruct\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:45
2	569846	internet or web	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:30
3	13946	('IVR' or 'interactive voice response' or 'VRU' or 'voice response unit' or prompt or instruct\$5) with (internet or web)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:32
4	26746	(retriev\$4 or obtain\$3) with (help or assist\$4)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:48
5	25	((('IVR' or 'interactive voice response' or 'VRU' or 'voice response unit' or prompt or instruct\$5) with (internet or web)) same ((retriev\$4 or obtain\$3) with (help or assist\$4))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:33
6	3734	(personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:10
7	215	(internet or web) with ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:48
8	103121	(retriev\$4 or obtain\$3) with (help or assist\$4 or support)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:00
9	1	((internet or web) with ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) same ((retriev\$4 or obtain\$3) with (help or assist\$4 or support))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:01
10	30	((internet or web) with ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) and ((retriev\$4 or obtain\$3) with (help or assist\$4 or support))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:56
11	166	379/218.01.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:57
12	2	((('internet or web) with ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message'))) and ((retriev\$4 or obtain\$3) with (help or assist\$4 or support))) and 379/218.01.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 09:57

13	4628411	help\$4 or assist\$4 or support\$4 or aid\$4	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:01
14	23	((internet or web) with ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message')) same (help\$4 or assist\$4 or support\$4 or aid\$4)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:02
15	666468	(prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:07
16	668871	(prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:07
17	15377	(internet or web) with ((prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:08
18	965	((internet or web) with ((prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help\$4 or assist\$4 or support\$4 or aid\$4)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:09
19	3764	(personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:11
20	15	((internet or web) with ((prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help\$4 or assist\$4 or support\$4 or aid\$4)) same ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:12
21	83	((internet or web) with ((prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help\$4 or assist\$4 or support\$4 or aid\$4)) and ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:12

22	68	(((internet or web) with ((prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help\$4 or assist\$4 or support\$4 or aid\$4)) and ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) not (((internet or web) with ((prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message')) with (help\$4 or assist\$4 or support\$4 or aid\$4)) same ((personali\$5 or customi\$5) with (prompt\$3 or instruct\$5 or 'prerecorded message' or 'voice response' or greeting or 'OGM' or 'outgoing message' or 'recorded message'))))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/23 10:23
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